



# Complaints & Reports Procedure

The Alice Springs Netball Association, as the governing body for the sport in Alice Springs will:

- Provide a safe enjoyable, inclusive, and competitive environment
- Deliver innovative options for participation in netball across one's lifespan
- Exemplify consistency, transparency, and integrity through strong governance
- Promote positive collaboration with clubs and the broader community

## Complaints & Reports

Any complaint, report, or appeal must be made in writing to the ASNA Manager by 5pm the following day after the alleged offence occurred by completing the Incident Report Form (**Appendix 1 – Incident Report Form**) and returning via email to [netball@alicespringsnetball.com.au](mailto:netball@alicespringsnetball.com.au).

### Definitions

- **Complaint** - A written statement from a player, club official, or spectator, that something is unsatisfactory or unacceptable
- **Report** - a written statement or account of an observed occurrence by an umpire or an ASNA official of an offence. A player who is sent off the Court is considered to be on automatic report.
- **Appeal** – A formal statement or action expressing disapproval of or objection to an outcome of a complaint or report accompanied by a request for a reconsideration of the decision.
- **Match committee** – A sub-committee of no less than three members of the ASNA board convened to consider and decide on a complaint or report
- **Appeals committee** – A committee, independent of the Tribunal who considered the original complaint or report, convened to reconsider a decision of a Tribunal.

### Management of Complaint

The ASNA Manager will perform the following duties following a complaint or report being received.

- **Step 1: Assess report for timeliness** - The Manager will assess a complaint or report for timeliness (within 24 hours of the incident occurring) and acknowledge receipt of complaint or report via email.
- **Step 2: Determine Avenue of Assessment** - The Manager will determine through which of the below avenues the complaint will be handled
  - By referring to the relevant procedure in competition by-laws
  - By referring to the relevant procedure in Netball Australia Member Protection Policy (**refer to Member Protection Section**)
  - By referring to the ASNA Match Committee for determination of Breach of Code of Conduct. If it is determined that this course of action is to be taken the manager will notify the ASNA Match Committee that a report or complaint has been received.
- **Step 3: Request A Response to Allegation** - The manager will notify the respondent that a report or complaint has been received. The nature of the complaint will determine whether the respondent is dealt with directly or through the nominated contacts of the respondent's club. The manager will provide 48 hours' notice for a response via the completion of the Respondent Form (**see Appendix 1 – Respondent Form**)
- **Step 4: Gather any further information** – The Manager will gather any required supporting statements from key witnesses or officials to further help determine the case.

- **Step 5: Refer the Matter to the ASNA Match Committee** for determination of the alleged breach of code of Behaviour.

## ASNA Match Committee

- Once the Respondent Form and key witness statements have been received the ASNA Match Committee will consider the matter and make a determination on the alleged breach of the Code of Behaviour by examining all written reports.
- The Match Committee is not required to have any person related to the alleged incident attend a Tribunal Meeting in person but may request attendance either to provide additional evidence or to personally hear the outcome of the Tribunal's decision.
- When determining a penalty, the ASNA match committee will be guided by the below penalty table (Table 1) but has the right to decide a penalty on a case-by-case basis due to nature and severity of the incident.
- The Manager will advise clubs and person/s involved of ASNA Match Committee decision in writing

## Penalties

- In the event of any report or complaint being found by the Match Committee to be substantiated, they may impose the following penalties:
  - (a) A penalty as guided by Table 1 detailed below:
  - (b) Order a match to be replayed
  - (c) Award the match to the non-offending team
  - (d) Recommend to the Committee that any Club, team, player, umpire, coach, member, or spectator be reprimanded, suspended, or disqualified.
- Where a report has been substantiated and a penalty issued, the Club with whom the player or team is associated, will be required to demonstrate that it has taken appropriate action to mitigate future unsporting-like behaviour by either the player or the team in question.
- A failure of a club to demonstrate that they have taken remedial action, or where there are further substantiated protests or reports of breaches of acceptable behaviour, may result in ASNA applying further penalties, as outlined above, to the team or the club.

## Penalty Guidelines (Table 1)

Offence	Suggested Maximum Penalty
Disputing Decision(s) of an umpire	1 <sup>st</sup> Offence = 2 match suspension  2 <sup>nd</sup> Offence in a season = 4 match suspension  3 <sup>rd</sup> Offence in a season = 8 match suspension
Abuse of an Umpire or Match Official	6 match suspension

Unsportsmanlike Behaviour (including threatening +/or intimidating behaviour)	6 match suspension
Gross Breach of Code of Conduct	10 match suspension
Online Breach of Code of Conduct as per the social media and Communication Policy	10 match suspension
Attempting To strike (by fist, elbow or swinging arm), tripping or kicking	4 match suspension
Striking (by fist, elbow or swinging arm), tripping or kicking	1 <sup>st</sup> offence = 12 match suspension 2 <sup>nd</sup> offence = Season suspension
Intentional charging with shoulder, hip, or body or other undue rough play including hair pulling or wrestling	4 match suspension
Obscene Gestures	2 match suspension
Offensive language (which may include abusive, obscene, or insulting language) directed towards players +/or spectators	2 match suspension
Deliberately endangering the health and safety of any player, spectator or official (incidents involving blood/body fluids)	10 match suspension
Being sent off Court for repeated infringements (remainder of game)	1 <sup>st</sup> offence = 3 match suspension 2 <sup>nd</sup> offence = 6 match suspension
Failure to cooperate in or attend a match committee or appeals hearing	2 match suspension
Engaging in an official role (playing, umpiring, coaching, or scoring) while under suspension	4 match suspension

## Right of Appeal

- A penalised person may appeal a decision of the Match Committee. In doing so the appellant must demonstrate a reconsideration of the decision is required based on one or more of the following grounds:
  - (a) That significant new or additional evidence has become available.
  - (b) That the penalty imposed by the Match Committee is not in accordance with the provisions of the By-law; or

- (c) that the Match Committee failed to follow procedures or requirements of the By-law to the significant detriment of the person seeking the appeal.

## **Notice of Appeal**

- The person seeking to appeal a decision of the Match Committee must lodge a notice stating full details of charges and results thereof and stating in full the grounds of appeal with the ASNA manager within seven (7) days of the notification of a determination of a Match Committee hearing.
- Any determination of the Match Committee stands until the Appeals Committee has considered the grounds for the appeal, and if grounds exist, has heard the appeal in full and made a decision.
- **Appeals Committee**
- On receipt of an Appeals notice the ASNA Manager shall convene an Appeals Committee to initially assess the grounds for an appeal.
- An Appeal Committee shall consist of no fewer than three (3) persons, with no more than 1 ASNA Board member, appointed by the Association from time to time to hear appeals as required by the Association.
- Any person involved in the original Match Committee will not be eligible to be a member of an Appeal Committee to reconsider the evidence and determine the appeal.
- An Appellant shall be notified within seven (7) days of receipt of the Notice of Appeal as to whether an appeal hearing is to be granted and the time, date, and place of the Appeal hearing, in the event that it is granted.
- If it is determined that Grounds for an Appeal exist, the Appeals Committee shall hear the appeal in accordance with this By-Law and have the power to alter the decision of the Match Committee as they see fit.

## **Member Protection Information**

Netball Australia's Member Protection Policy 2017 outlines a position statement and handling procedures for a number of Member Protection issues including:

- Child Protection
- Taking Images of Children
- Anti-Discrimination, Bullying, Sexual Harassment, and Victimisation
- Sexual Relationships
- Pregnancy
- Gender Identity
- Cyber Bullying and Safety
- Social Networking Websites

ASNA have appointed Member Protection Information Officers (MPIO) trained to deal with disputes or issues which arise in relation to any of these issues. If you would like to speak to an Association MPIO please contact the ASNA General Manager at [netball@alicespringnetball.com.au](mailto:netball@alicespringnetball.com.au) who will then

put you in contact with the appropriate officer. Netball Australia's Member Protection Policy can be accessed at [www.alicespringnetball.com.au](http://www.alicespringnetball.com.au) under "forms & policies".